



**Role Description:** Gallery Supervisor  
**Reports to:** Operations Director

### **Essential Function**

Lead the Guest Service Team by example, setting a positive and engaging guest experience while maintaining a safe and welcoming environment. This role encompasses team leadership, financial oversight, operational efficiency, and collaborative efforts with the Operations Director to enhance the overall success of the museum.

### **Essential Duties**

- Supervise, coach, and support the Guest Service Team, fostering a collaborative team environment and ensuring the highest level of customer service.
  - Schedule the guest service team, volunteers, and cleaning contractors.
  - Inform the Guest Service Team of organizational updates, issues, and events.
  - Participate in guest service tasks, modeling a positive and welcoming demeanor.
  - Collaborate with the Operations Director to plan monthly staff meetings that provide the guest service team with the support and training needed to ensure a positive patron experience.
  - Provide frequent and meaningful performance feedback (both positive and constructive) to the Guest Service Team.
  - Conduct performance reviews during the initial employment period and annually.
  - Make recommendations to the Operations Director regarding staff advancement.
- Oversee the daily management of all public spaces (vestibules, lobby, exhibit spaces, program rooms, restrooms, sidewalks, and parking lot), ensuring they are safe, clean, and welcoming.
  - Inspect and monitor ("walk the floor") the galleries to ensure the conditions meet standards and visitors are properly served.
  - Maintain a list of extraordinary cleaning projects and maintenance tasks such as deep cleaning and "things to do when it is slow."
  - Manage inventory of gallery supplies, and time orders to ensure enough backstock.
- Implement operational procedures and protocols, including but not limited to guest safety, first aid, evacuation, and other emergency procedures.
- Ensure accurate accounting of earned income and guest service expenses.
  - Ensure all opening, transaction, and closing procedures are followed for all reservations and point-of-sale transactions.
  - Review, reconcile, and verify cash register drawers submitted by Guest Service Associates daily.
  - Ensure accurate accounting for all reservations and point-of-sale transactions in Altru.
  - Provide correct earned income allocations by date to the Business Director.
  - Manage the payroll budget for the Guest Service Team (schedule and submit approved time cards for payroll).
  - Manage the petty cash fund.

- Identify and lead in resolving issues of the museum’s guest services operations, including visitor complaints/concerns.
- Implement data collection for admissions and sales. Generate regular reports.
- Participate in weekly management meetings, providing key information and following up on action items.

### **General**

- Keep confidential the business functions of the Museum, including, but not limited to, customer and donor information, employee issues, etc.
- Perform any other required duties as requested by the Museum Director or Operations Director to aid in the better operation of the Museum and service to the customers.
- Demonstrate support of the museum mission, management, and board of directors.

### **Qualifications**

- Bachelor’s degree or equivalent combination of education and experience.
- Successful results on a criminal and sexual abuse background screening.

### **Required knowledge, skills, and abilities**

- Displays a friendly, welcoming manner.
- Must project a positive attitude with both customers and co-workers.
- Ability to work in a fast-paced team environment and maintain cooperative working relationships with co-workers, volunteers, the Board of Directors, and the public.
- Attention to detail and follow-through, problem resolution, awareness of deadlines, and ability to organize workload to meet them.
- Is energetic, enthusiastic, well-organized, and creative.
- Has patience and understanding for every person that is encountered.
- Is flexible and adaptable to the changes that may evolve in the position.
- Demonstrates well-developed computer skills. Able to learn and use:
  - GSuite (Gmail, Docs, Drive, Sheets, Calendar, Photos)
  - Altru
  - Office 365 Suite (Word, Excel, Teams)
  - Zoom or other remote meeting technology
- Communicates effectively in writing, by telephone, and in person.
- Is organized, honest, and works well with others.
- Maintains a clean work area.

### **Preferred experience, knowledge, skills, and abilities**

- Work experience in leadership roles such as supervisor, manager, or team leader.
- Spanish fluency
- Museum, nonprofit, or early childhood education experience

### **Physical Demands**

- Considerable standing, walking, stooping, and stair climbing.
- The ability to hear, understand, and distinguish speech and/or other sounds (e.g., alarms).
- Clarity of vision at approximately 20 inches or less (i.e., use of computers), at 20 feet or more (the ability to recognize features of a person or object), and peripheral vision.
- The ability to assist caregivers during building evacuation.
- Some lifting of more than 20 lbs., bending, and stretching overhead is required.
- Potential exposure to paints, glues, and solvents.
- Outdoor activities may expose this position to extremes in temperature and inclement weather.

### **Schedule expectations**

This full-time position requires 40 hours per week, Tuesday to Saturday or Sunday to Thursday. This position is required to start early or end late and/or may include weekend activities.

### **Compensation and Benefits**

- Salary / Compensation Range: \$43,000 to 45,000
- 10 Days of Time Off Benefit
- 6 Days of Health Management Leave
- 5 Paid Holidays: Thanksgiving, Christmas, or Hanukkah plus 3 floating holidays.
- Access to self-funded supplemental insurance.

### **Application Process**

Please submit an application via [kidsplaymuseum.org](http://kidsplaymuseum.org)

Please be prepared to submit

- Cover Letter with an expression of interest
- Resume
- Three letters of professional reference with contact information

Phone inquiries, mail, or in-person submissions will not be accepted.

**KidsPlay Children’s Museum, Inc. is an Equal Opportunity Employer and a Drug-Free Workplace.**